

Slide 1 - Slide 1

The slide content area features a blue header bar with the "Employer eServices®" logo on the left. The main content is centered and includes the title "Welcome to the Enrollee Inquiry Tutorial", audience information, module length, and last updated date. A blue-bordered box in the bottom right corner contains a welcome message.

Employer eServices®

**Welcome to the Enrollee Inquiry Tutorial**

Audience: Employers

Module Length: Approx. 6 min.

Last Updated: 04/04/2007

Welcome to the Enrollee Inquiry tutorial. In this tutorial, you'll learn how to inquire about an enrollee's coverage using Employer eServices.

**Slide notes**

**Text Captions**

Welcome to the Enrollee Inquiry tutorial. In this tutorial, you'll learn how to inquire about an enrollee's coverage using Employer eServices.

**Audience: Employers**

**Module Length: Approx. 6 min.**

**Last Updated: 04/04/2007**

**Welcome to the Enrollee Inquiry Tutorial**

Slide 2 - Slide 2

The screenshot shows a presentation slide with a blue header bar containing the 'Employer eServices®' logo. The main content area is white and features the title 'Welcome to the Enrollee Inquiry Tutorial' in bold. Below the title, three lines of text provide details: 'Audience: Employers', 'Module Length: Approx. 6 min.', and 'Last Updated: 04/04/2007'. A blue-bordered box in the bottom right corner contains the text: 'As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.'

Slide notes

Text Captions

**Welcome to the Enrollee Inquiry Tutorial**

As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

**Audience: Employers**

**Module Length: Approx. 6 min.**

**Last Updated: 04/04/2007**

Slide 3 - Slide 3

The screenshot shows a presentation slide with a blue header bar containing the 'Employer eServices®' logo. The main content area is white and features the title 'Welcome to the Enrollee Inquiry Tutorial' in bold. Below the title, three lines of text provide details: 'Audience: Employers', 'Module Length: Approx. 6 min.', and 'Last Updated: 04/04/2007'. A blue-bordered box in the bottom right corner contains a note: 'Also, please note that your screens may be a bit different from the ones you'll see in this tutorial. The difference depends on your contractual agreement.'

Slide notes

Text Captions

**Welcome to the Enrollee Inquiry Tutorial**

Also, please note that your screens may be a bit different from the ones you'll see in this tutorial. The difference depends on your contractual agreement.

**Audience: Employers**

**Module Length: Approx. 6 min.**

**Last Updated: 04/04/2007**

Slide 4 - Slide 4

The slide content area features a blue header bar with the "Employer eServices®" logo on the left. The main content is centered and includes the title "Welcome to the Enrollee Inquiry Tutorial", audience information, module length, and update date. A blue-bordered box in the bottom right corner contains a disclaimer about fictitious information.

Employer eServices®

**Welcome to the Enrollee Inquiry  
Tutorial**

Audience: Employers

Module Length: Approx. 6 min.

Last Updated: 04/04/2007

Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

Slide notes

Text Captions

**Welcome to the Enrollee Inquiry Tutorial**

Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

**Audience: Employers**

**Module Length: Approx. 6 min.**

**Last Updated: 04/04/2007**

Slide 5 - Slide 5

**Employer eServices®**

Enrollment ID Cards Claims Billing Reports ManageAccess Help Training Tutorials

Log Out

**Welcome Employer,**

Employer eServices is your online, real-time gateway to eligibility and enrollment changes, claim status, reporting, billing and much more.

**Hot Topics!** Click on one of the following links for up to the minute news and information:  
[Employer eServices System Enhancement Making It Easier For You To Work Within Multiple Policy Periods](#)  
[Online Billing: An Alternate Option to Paper Invoices](#)

<p><b>Resources</b> Click here to access:</p> <ul style="list-style-type: none"><li><a href="#">Administrative Guides</a></li><li><a href="#">Benefit Plan Coverage Documents</a></li><li><a href="#">Brochures &amp; Forms</a></li><li><a href="#">Communication Resource Center</a></li><li><a href="#">Contact Information</a></li><li><a href="#">Help</a></li></ul>	<p><b>Network Information</b> Click here to access:</p> <ul style="list-style-type: none"><li><a href="#">Network Changes</a></li><li><a href="#">Network Fact Sheets</a></li><li><a href="#">Network Maps</a></li><li><a href="#">Physician Directory</a></li><li><a href="#">UnitedHealth Premium Designation Program</a></li></ul>	<p><b>Programs &amp; Services</b> Click here to access:</p> <ul style="list-style-type: none"><li><a href="#">Behavioral Health</a></li><li><a href="#">Care24</a></li><li><a href="#">Care Coordination</a></li><li><a href="#">Definity HRA</a></li><li><a href="#">Healthy Pregnancy Program</a></li><li><a href="#">iPlan® Health Savings Account</a></li><li><a href="#">Pharmacy Programs</a></li></ul>
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During the Inquire process, available information is "view only." That means you cannot make any changes using the Inquire function.

Slide notes

Text Captions

During the Inquire process, available information is "view only." That means you cannot make any changes using the Inquire function.

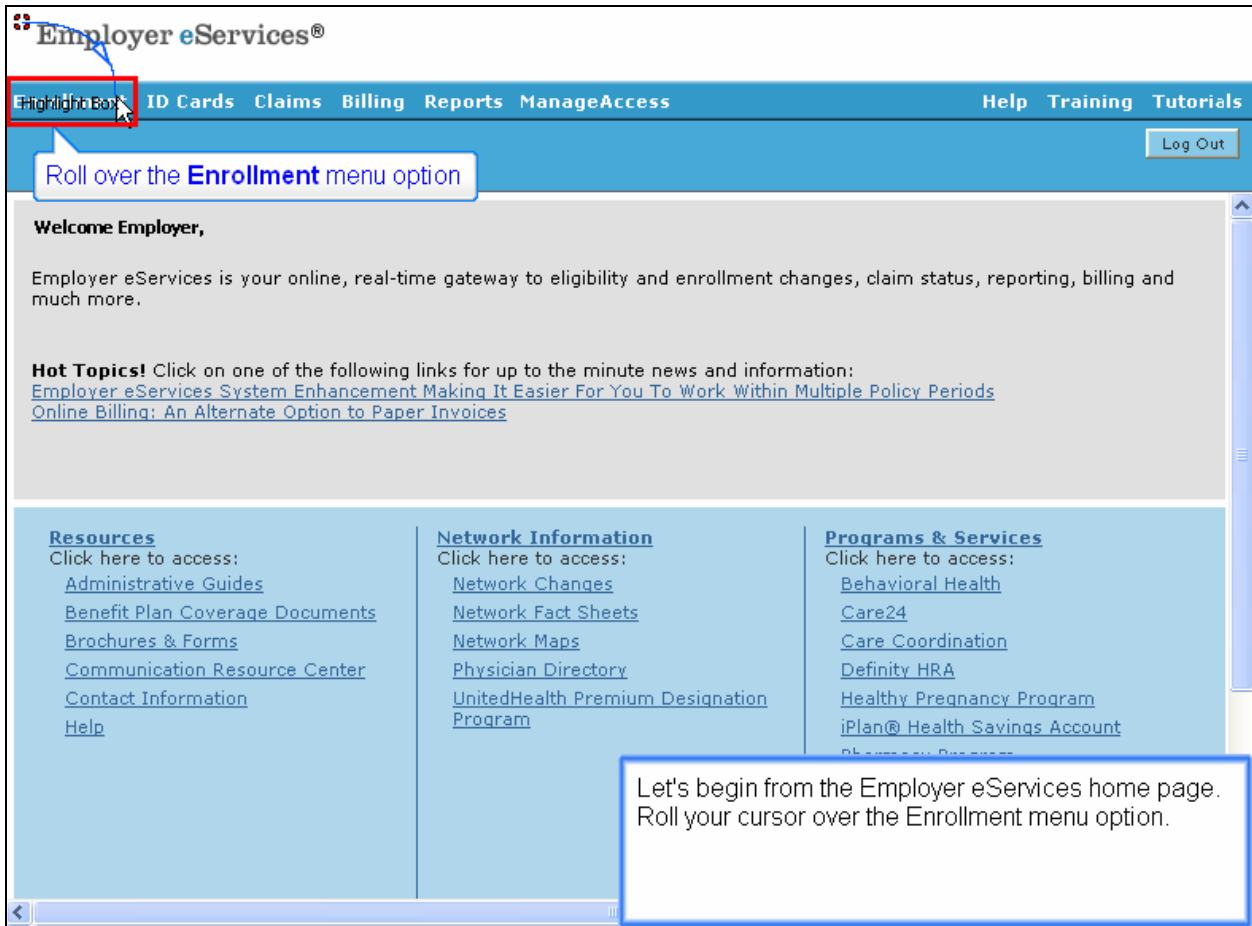
Slide 6 - Slide 6

Slide notes

Text Captions

Also, keep in mind that an enrollee may be an employee or an employee's dependent.

Slide 7 - Slide 7



Slide notes

Text Captions

Let's begin from the Employer eServices home page. Roll your cursor over the Enrollment menu option.

Roll over the **Enrollment** menu option

Slide 8 - Slide 8

Slide notes

Text Captions

Click the **Inquire** menu option

A second menu bar appears. Click the Inquire menu option to continue.



Slide 9 - Slide 9

**Employer eServices®**

[Enrollment](#) [ID Cards](#) [Claims](#) [Billing](#) [Reports](#) [ManageAccess](#) [Help](#) [Training](#) [Tutorials](#)

[Add](#) [Terminate](#) [Reinstate](#) [Change](#) [Inquire](#) [Electronic File](#) [Log Out](#)

Scroll Up-U Scroll Down-D

**Select Group from list, enter Employee Search criteria and select Search.**

Select Group

Employee Search  By Employee ID  (SSN or Alternate ID)

By Last Name  First Initial

Select Enrollee

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This is the first page after you click Inquire on the menu bar. However, if your company has twenty or more groups, and if no groups were previously selected, you'll be taken to the Group Select page first.

Slide notes

Text Captions

This is the first page after you click Inquire on the menu bar. However, if your company has twenty or more groups, and if no groups were previously selected, you'll be taken to the Group Select page first.

Slide 10 - Slide 10

Slide notes

Text Captions

To learn more about the Group Select page, refer to the Group Select tutorial.

Slide 11 - Slide 11

Slide notes

Text Captions

Click the **Select Group** drop-down menu arrow

To inquire about an enrollee, you first need to identify the group, the employee, and the enrollee. Start by verifying the group. Click the Select Group drop-down menu arrow.

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**Employer eServices®**

[Enrollment](#) [ID Cards](#) [Claims](#) [Billing](#) [Reports](#) [ManageAccess](#) [Help](#) [Training](#) [Tutorials](#)

[Add](#) [Terminate](#) [Reinstate](#) [Change](#) [Inquire](#) [Electronic File](#) [Log Out](#)

[Scroll Up-U](#) [Scroll Down-D](#)

**Select Group from list, enter Employee Search criteria and select Search.**

Select Group (Select Group) (Select Group)  
REED'S BUSINESS 0281110 (SSN or Alternate ID)  
SAMPLE COMPANY 9990089  
**WEST CUST... 99999999**  
By Last Name

Employee Search [ ] First Initial [ ] [Search](#)

Select Enrollee [ ] [Help](#) [Continue](#)

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The Select Group drop-down menu appears with the list of groups currently available. Highlight the appropriate group with your cursor.

Slide notes

Text Captions

Highlight the appropriate group

The Select Group drop-down menu appears with the list of groups currently available. Highlight the appropriate group with your cursor.

Slide 13 - Slide 13

**Employer eServices®**

[Enrollment](#) [ID Cards](#) [Claims](#) [Billing](#) [Reports](#) [ManageAccess](#) [Help](#) [Training](#) [Tutorials](#)

[Add](#) [Terminate](#) [Reinstate](#) [Change](#) [Inquire](#) [Electronic File](#) [Log Out](#)

[Scroll Up-U](#) [Scroll Down-D](#)

**Select Group from list, enter Employee Search criteria and select Search.**

Select Group

Employee Search  By Employee ID  (SSN or Alternate ID)

By Last Name  First Initial

Select Enrollee

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After you select the group, you will need to identify the employee. You may search for an employee by employee ID or by last name by clicking the appropriate radio button.

Slide notes

Text Captions

After you select the group, you will need to identify the employee. You may search for an employee by employee ID or by last name by clicking the appropriate radio button.

Slide 14 - Slide 14

The screenshot shows the Employer eServices interface. At the top, there's a navigation bar with links like 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. Below this is a secondary bar with 'Add', 'Terminate', 'Reinstate', 'Change', 'Inquire', and 'Electronic File'. A 'Log Out' button is on the right. The main content area has a heading: 'Select Group from list, enter Employee Search criteria and select Search.' Below this, there's a 'Select Group' dropdown menu showing 'UEST CUST NUMBER 9999999'. The 'Employee Search' section has two radio buttons: 'By Employee ID' (selected) and 'By Last Name'. The 'By Employee ID' option is highlighted with a red box. A blue callout box points to the input field next to it with the text 'Enter the Employee Id'. There's also a 'First Initial' input field and a 'Search' button. At the bottom, there are 'Help' and 'Continue' buttons. A blue box at the bottom right contains the text: 'In this example, we'll keep the default setting of "By Employee ID". Enter the Employee ID number.'

Slide notes

Text Captions

Enter the Employee Id

In this example, we'll keep the default setting of "By Employee ID". Enter the Employee ID number.

Slide 15 - Slide 15

The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, and ManageAccess. Below this is a secondary navigation bar with links for Add, Terminate, Reinstater, Change, Inquire, and Electronic File. A Log Out button is also present. The main content area is titled "Select Group from list, enter Employee Search criteria and select Search." It contains a "Select Group" dropdown menu with "UEST CUST NUMBER 9999999" selected. Below this are two search options: "By Employee ID" with a text input field containing "336699002" and "By Last Name" with an empty text input field. There is also a "First Initial" text input field. A "Search" button is highlighted with a red box, and a blue callout bubble with the text "Click the Search button" points to it. At the bottom of the form are "Help" and "Continue" buttons. Below the form, there is a footer section with links for "Internet Service Agreement" and "Contact Us", a privacy notice, and a "Privacy Policy" link. A blue-bordered box at the bottom right of the screenshot contains the text "Click the Search button."

Slide notes

Text Captions

Click the **Search** button

Click the Search button.

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Slide notes

Text Captions

Click the Select Enrollee drop-down menu to select the employee's name from a list of matching search results.

Click **Select Enrollee** menu



Slide 17 - Slide 17

The screenshot shows the Employer eServices interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Manage Access, Help, Training, and Tutorials. Below this is a secondary bar with links for Add, Terminate, Reinstater, Change, Inquire, and Electronic File, along with a Log Out button and scroll controls. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It contains a 'Select Group' dropdown menu set to 'UEST CUST NUMBER 9999999'. Below that are search options: 'By Employee ID' (selected) with a text input containing '336699002', and 'By Last Name' with a text input and a 'Search' button. The 'Select Enrollee' dropdown menu is open, showing a list of results. The first two items are 'DOE, JOHN (Employee) 00336699002', with the second item highlighted in red. A callout box labeled 'Select Employee' points to this highlighted item. Below the dropdown are 'Help' and 'Continue' buttons. At the bottom of the page, there is a footer with legal notices and a copyright notice for UnitedHealth Group Inc. A blue-bordered box on the right side of the page contains the text: 'The Select Enrollee menu displays. Select the correct employee from the list.'

Slide notes

Text Captions

Select Employee

The Select Enrollee menu displays. Select the correct employee from the list.

Slide 18 - Slide 18

Slide notes

Text Captions

Click the **Continue** button

The employee name you selected now appears in the Select Enrollee field. Click the Continue button.

Slide 19 - Slide 19

The screenshot shows the Employer eServices interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Manage Access, Help, Training, and Tutorials. Below this is a secondary navigation bar with links for Add, Terminate, Reinstater, Change, Inquire, and Electronic File, along with a Log Out button and scroll controls. A red-bordered box highlights the enrollee information: Enrollee: JOHN DOE, Group: 9999999, Insured ID: 00336699002-00, and a Highlight Box (782 x 45) at (X:2; Y:119). The main content area has tabs for Employee Information, Demographic Information, Product Information, and Other Insurance. The Employee Information tab is active, showing fields for Original Date of Hire\* (01/01/2005), Date of Retirement, and Date of Death. Below these are fields for Alternate Payee Indicator (NO), Alternate Payee ID, Alt Payee Last Name, and Alt Payee First Name. There are Print and Help buttons at the bottom of the form. A blue-bordered box contains the text: "This is the Employee Information page. It displays only if the selected enrollee is an employee. Starting with this page, certain details appear automatically, such as the name, and the policy and ID numbers." At the bottom of the page, there is a footer with a link to the Internet Service Agreement and a Contact Us link.

Slide notes

Text Captions

This is the Employee Information page. It displays only if the selected enrollee is an employee. Starting with this page, certain details appear automatically, such as the name, and the policy and ID numbers.

Slide 20 - Slide 20

Employer eServices®

Enrollment ID Cards Claims Billing Reports ManageAccess Help Training Tutorials

Add Terminate Reinstate Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 9999999 Insured ID: 00336699002-00

Employee Information Demographic Information Product Information Other Insurance

Employee Information

\*Required fields

Original Date of Hire\* 01/01/2005 Date of Retirement

Date of Death

Complete Alternate Payee information only when the payee is not the employee.

Alternate Payee Indicator NO

Alternate Payee ID

Alt Payee Last Name

Alt Payee First Name

Print Help

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Scroll down to view all

The titles of available pages show up on all inquiry pages. Here we're inquiring about an employee, so all four pages are listed. On a dependent inquiry, the Employee Information page does not appear.

Slide notes

Text Captions

The titles of available pages show up on all inquiry pages. Here we're inquiring about an employee, so all four pages are listed. On a dependent inquiry, the Employee Information page does not appear.

Scroll down to view all

Slide 21 - Slide 21

The screenshot shows the Employer eServices interface. At the top, there are navigation tabs: Enrollment, ID Cards, Claims, Billing, Reports, Banking, ManageAccess, Help, Training, and Tutorials. Below these are action buttons: Add, Terminate, Reinstater, Change, Inquire, and Electronic File. A 'Log Out' button is also present. The main content area displays the enrollee's name (JOHN DOE), group number (9999999), and insured ID (00336699002-00). There are input fields for 'Original Date of Hire\*' (01/01/2005), 'Date of Retirement', and 'Date of Death'. A section titled 'Complete Alternate Payee information only when the payee is not the employee.' contains fields for 'Alternate Payee Indicator' (NO), 'Alternate Payee ID', 'Alt Payee Last Name', and 'Alt Payee First Name'. At the bottom of the form, there are 'Highlight Box' buttons and a 'Help' button. A blue callout box provides instructions on navigating through the inquiry pages. The footer includes a disclaimer and copyright information.

Slide notes

Text Captions

You can move through the inquiry pages in order by clicking the Continue button. Or you can go directly to any page by clicking its title tab. You can also click the Print button to print any page for your records.

Slide 22 - Slide 22

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 9999999 Insured ID: 00336699002-00

Original Date of Hire\* 01/01/2005 Date of Retirement

Date of Death

Complete Alternate Payee information only when the payee is not the employee.

Alternate Payee Indicator NO

Alternate Payee ID

Alt Payee Last Name

Alt Payee First Name

Print Help **Continue**

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Click the **Continue** button

Highlight Box

In this example, we'll use the Continue button to move through the pages in order. Click the Continue button to go to the Demographic Information page.

Slide notes

Text Captions

In this example, we'll use the Continue button to move through the pages in order. Click the Continue button to go to the Demographic Information page.

Click the **Continue** button

Slide 23 - Slide 23

Employer eServices®

Enrollment ID Cards Claims Billing Reports ManageAccess Help Training Tutorials

Add Terminate Reinstate Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 9999999 Insured ID: 00336699002-00

Employee Information Demographic Information Product Information Other Insurance

**Demographic Information**

Original Effective	02/01/2005	Termination	
Last Updated	06/28/2006		
Employee ID*	00336699002	SSN	
Date of Birth *	01/01/1960	Relationship	EMPLOYEE
Last Name*	DOE		
First Name*	JOHN	Middle Initial	
Address 1*	123 OAK STREET		
Address 2			
City*	HARTFORD	Foreign Address	NO
State*	CONNECTICUT	Zip*	06070
Home Phone			
Gender*	MALE		
Late Enrollee*	NEW HIRE		

Print Help

The Demographic Information page displays the information currently on file for the enrollee. Remember that you cannot change information on an Inquiry. Refer to the Change tutorial for changing information.

Slide notes

Text Captions

The Demographic Information page displays the information currently on file for the enrollee. Remember that you cannot change information on an Inquiry. Refer to the Change tutorial for changing information.

Slide 24 - Slide 24

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 9999999 Insured ID: 00336699002-00

Date of Birth \* 01/01/1960 Relationship EMPLOYEE

Last Name\* DOE

First Name\* JOHN Middle Initial

Address 1\* 123 OAK STREET

Address 2

City\* HARTFORD Foreign Address NO

State\* CONNECTICUT Zip\* 06070

Home Phone

Gender\* MALE Work Phone

Late Enrollee\* NEW HIRE

Print Help **Continue**

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Use the bar to scroll down

Click the **Continue** button

Scroll down to the bottom of the page and click the Continue button to move on to the Product Information page.

Slide notes

Text Captions

Scroll down to the bottom of the page and click the Continue button to move on to the Product Information page.

Click the **Continue** button

Use the bar to scroll down



Slide 25 - Slide 25

Employer eServices®

Enrollment ID Cards Claims Billing Reports ManageAccess Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 9999999 Insured ID: 00336699002-00

Product	Effective Date	Termination Date
MEDICAL	02/01/2005	
MEDCO PHARMACY	02/01/2005	

Primary Provider List

Policy Number: 9999999

Coverage: 0001 0001 POSZN

Group Name: [Empty]

Plan Name: [Empty]

Market Name: [Empty]

Positively Enrolled: YES

Members Covered: Employee Only

Eligibility Status: ACTIVE

Market Number: 0006445

New Coinsurance: [Empty]

COBRA Paid-Date: [Empty]

Salary Deductible: [Empty]

COBRA Admin Type: [Empty]

Physician: SPENCER ERMAN

Use the bar to scroll down

The Product Information page displays. Scroll down to view the lower portion of the page.

Slide notes

Text Captions

The Product Information page displays. Scroll down to view the lower portion of the page.

Use the bar to scroll down

Slide 26 - Slide 26

Employer eServices®

Enrollment ID Cards Claims Billing Reports ManageAccess Help Training Tutorials

Add Terminate Reinstate Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 9999999 Insured ID: 00336699002-00

Product	Effective Date	Termination Date
MEDICAL	02/01/2005	02/01/2005
MEDCO PHARMACY	02/01/2005	

Primary Provider List

Policy Number: 9999999  
Coverage: 0001 0001 POSZN  
Group Name:   
Plan Name:   
Market Name:   
Positively Enrolled: YES  
Eligibility Status: ACTIVE  
New Coinsurance:   
Salary Deductible:   
COBRA Admin Type:   
Physician: SPENCER ERMAN

Members Covered: Employee Only  
Market Number: 0006445  
COBRA Paid-Date:   
Highlight Box (631 x 303) Members Covered (X:29; Y:258)

The enrollee's current products appear in the product box near the top of the page. This box also displays the product's effective date. The information about the highlighted product appears below.

Slide notes

Text Captions

The enrollee's current products appear in the product box near the top of the page. This box also displays the product's effective date. The information about the highlighted product appears below.

Slide 27 - Slide 27

The screenshot displays the Employer eServices interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, ManageAccess, Help, Training, and Tutorials. Below this is a secondary navigation bar with buttons for Add, Terminate, Reinstater, Change, Inquire, and Electronic File, along with a Log Out button and scroll controls. The main content area shows an Enrollee named JOHN DOE with an Insured ID of 00336699002-00. A callout box points to a table of products, with a red highlight box around the 'MEDCO PHARMACY' row. Below the table is a 'Primary Provider List' button and a form with various fields: Policy Number (9999999), Coverage (0001 0001 POSZN), Group Name, Plan Name, Market Name, Positively Enrolled (YES), Members Covered (Employee Only), Eligibility Status (ACTIVE), Market Number (0006445), New Coinsurance, COBRA Paid-Date, Salary Deductible, COBRA Admin Type, and Physician (SPENCER ERMAN). A second callout box points to the 'MEDCO PHARMACY' row in the table.

Product	Effective Date	Termination Date
MEDICAL	02/01/2005	
MEDCO PHARMACY	02/01/2005	

Primary Provider List

Policy Number: 9999999  
Coverage: 0001 0001 POSZN  
Group Name:   
Plan Name:   
Market Name:   
Positively Enrolled: YES  
Members Covered: Employee Only  
Eligibility Status: ACTIVE  
Market Number: 0006445  
New Coinsurance:   
COBRA Paid-Date:   
Salary Deductible:   
COBRA Admin Type:   
Physician: SPENCER ERMAN

Slide notes

Text Captions

Click the appropriate product

To view information about another product, simply click that product's name in the product box.

Slide 28 - Slide 28

**Employer eServices®**

Enrollment ID Cards Claims Billing Reports ManageAccess Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 9999999 Insured ID: 00336699002-00

Product	Effective Date	Termination Date
MEDICAL	02/01/2005	
MEDCO PHARMACY	02/01/2005	

Primary Provider List

Policy Number: 9999999

Coverage: 0001 0001 POS

Group Name: [ ]

Plan Name: [ ]

Market Name: [ ]

Positively Enrolled: YES

Eligibility Status: ACTIVE

New Coinsurance: [ ]

Salary Deductible: [ ]

COBRA Admin Type: [ ]

Physician: [ ]

Members Covered: Employee Only

Market Number: [ ]

COBRA Paid-Date: [ ] [ ] [ ]

Highlight Box (631 x 300) (X:29; Y:259)

Highlight Box (651 x 77) (X:16; Y:161)

It highlights, and the corresponding information appears in the lower part of the page. Remember, you cannot change any information when making an inquiry.

Slide notes

Text Captions

It highlights, and the corresponding information appears in the lower part of the page. Remember, you cannot change any information when making an inquiry.

Slide 29 - Slide 29

Slide notes

Text Captions

Click the **Continue** button

Click the Continue button to move on to the Other Insurance page.

Slide 30 - Slide 30

Slide notes

Text Captions

The Other Insurance page displays. The top section displays information regarding Non-Medicare coverage. Scroll down to view additional information.

Use the bar to scroll down

Slide 31 - Slide 31

Slide notes

Text Captions

Any information regarding Medicare coverage displays through the remainder of this page. Again, scroll down to view the remaining information.

Use the bar to scroll down

Slide 32 - Slide 32

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Add [Terminate](#) [Reinstate](#) [Change](#) [Inquire](#) [Electronic File](#) [Log Out](#)

Scroll Up-U Scroll Down-D

Enrollee: **JOHN DOE** Group: **9999999** Insured ID: **00336699002-00**

Not Enrolled in Medicare Part B

**Medicare Part D:**

Enrolled in Medicare Part D Effective Date  Expiration Date

Ineligible for Medicare Part D

Not Enrolled in Medicare Part D

Medicare Eligibility

HIC Number

Carrier 1  Carrier 2  Carrier 3

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This is the last inquiry page for this enrollee. Remember, the Inquire process lets you print from any inquiry page. And you are not required to view every page when doing an inquiry.

Slide notes

Text Captions

This is the last inquiry page for this enrollee. Remember, the Inquire process lets you print from any inquiry page. And you are not required to view every page when doing an inquiry.



Slide 33 - Slide 33

Slide notes

Text Captions

Click the **Log Out** button

When you're done with an inquiry, you can select any option from the menu. Or you can click the Log Out button to exit Employer eServices.

Slide 34 - Slide 34

Slide notes

Text Captions

Let's review the main points about the Inquire process in Employer eServices. Recall that you get to the Select Enrollee page using the menu options highlighted above.

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Slide notes

Text Captions

On the Select Enrollee page, first complete the Select Group field. Then do an Employee Search. You can search By Employee ID or By Last Name. Use the Select Enrollee menu to choose the enrollee.

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Employer eServices®

Enrollment ID Cards Claims Billing Reports ManageAccess Help Training Tutorials

Add Terminate Reinstate Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 999999 Insured ID: 00336699002-00

Employee Information Demographic Information Product Information Other Insurance

**Employee Information**

*\*Required fields*

Original Date of Hire\* 01/01/2005 Date of Retirement

Date of Death

Complete Alternate Payee information only when the payee is not the employee.

Alternate Payee Indicator NO

Alternate Payee ID

Alt Payee Last Name

Alt Payee First Name

Print Help

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The titles of the pages appear on all inquiry tabs. When inquiring about an employee, the above pages display. When inquiring about a dependent, the Employee Information page doesn't appear.

Slide notes

Text Captions

The titles of the pages appear on all inquiry tabs. When inquiring about an employee, the above pages display. When inquiring about a dependent, the Employee Information page doesn't appear.

Slide 37 - Slide 37

The screenshot shows the Employer eServices interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, ManageAccess, Help, Training, and Tutorials. Below this is a secondary navigation bar with buttons for Add, Terminate, Reinstater, Change, Inquire, and Electronic File, along with a Log Out button. The main content area displays enrollee information: JOHN DOE, Group: 9999999, and Insured ID: 00336699002-00. Below this, there are input fields for Original Date of Hire (01/01/2005), Date of Retirement, and Date of Death. A section titled "Complete Alternate Payee information only when the payee is not the employee." contains fields for Alternate Payee Indicator (NO), Alternate Payee ID, Alt Payee Last Name, and Alt Payee First Name. At the bottom of the form, there are buttons for "Highlight Box", "Help", and "Highlight Box". A blue callout box on the right side of the form contains the text: "You can move through the inquiry pages in order by clicking the Continue button. You can print the enrollee's information by clicking the Print button located on any of the inquiry pages."

Slide notes

Text Captions

You can move through the inquiry pages in order by clicking the Continue button. You can print the enrollee's information by clicking the Print button located on any of the inquiry pages.

Slide 38 - Slide 38

**Employer eServices®**

Enrollment ID Cards Claims Billing Reports ManageAccess Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 9999999 Insured ID: 00336699002-00

Employee Information **Demographic Information** Product Information Other Insurance

**Demographic Information**

Original Effective	02/01/2005	Termination	
Last Updated	06/28/2006		
Employee ID*	00336699002	SSN	
Date of Birth *	01/01/1960	Relationship	EMPLOYEE
Last Name*	DOE		
First Name*	JOHN	Middle Initial	
Address 1*	123 OAK STREET		
Address 2			
City*	HARTFORD	Foreign Address	NO
State*	CONNECTICUT	Zip*	06070
Home Phone			
Gender*	MALE		
Late Enrollee*	NEW HIRE		

Print Help

The current page title is always highlighted in blue. You can go to any page by clicking its title tab. Also remember that during the Inquire process you cannot change information in the enrollee's record.

**Slide notes**

**Text Captions**

The current page title is always highlighted in blue. You can go to any page by clicking its title tab. Also remember that during the Inquire process you cannot change information in the enrollee's record.

Slide 39 - Slide 39

The screenshot shows the Employer eServices interface. At the top, the logo "Employer eServices®" is visible. Below it is a navigation menu with options: "Enrollment", "ID Cards", "Claims", "Reports", "Manage Access", "Help", "Training", and "Tutorials". A red box highlights the "Enrollment" menu, which includes sub-options: "Add", "Terminate", "Reinstate", "Claim", "Inquire", and "Electronic File". A "Log Out" button is also highlighted with a red box. Below the navigation menu, the user's information is displayed: "Enrollee: JOHN DOE", "Group: 9999999", and "Insured ID: 00336699002-00". The main content area has tabs for "Employee Information", "Demographic Information", "Product Information", and "Other Insurance". The "Other Insurance" tab is selected, showing a form with "Other Insurance" set to "UNKNOWN", and fields for "Effective Date" and "Expiration Date". Below this, there are instructions and radio button options for dependent custody types: Type A (both employee and spouse's plan), Type B (employee awarded custody), and Type C (covered by another individual's plan). At the bottom, there is a "Medicare" section with "Enrolled in Medicare" set to "NO" and a "Medicare Part A:" label. A blue box highlights a text box containing the instruction: "When you're done with an inquiry, you can select any option from the menu. Or you can click the Log Out button to exit Employer eServices."

Slide notes

Text Captions

When you're done with an inquiry, you can select any option from the menu. Or you can click the Log Out button to exit Employer eServices.

Slide 40 - Slide 40

The slide features a blue header bar with the text "Employer eServices®" on the left. The main content area is white and contains the following text:

**Congratulations!**  
**You have completed the Enrollee Inquiry Tutorial**

A blue-bordered callout box in the bottom right corner contains the text: "Congratulations! You've completed the Enrollee Inquiry tutorial. In this tutorial, you learned how to inquire about an enrollee's coverage using Employer eServices."

**Slide notes**

**Text Captions**

Congratulations! You've completed the Enrollee Inquiry tutorial. In this tutorial, you learned how to inquire about an enrollee's coverage using Employer eServices.

**Congratulations!**  
**You have completed the Enrollee Inquiry Tutorial**



Slide 41 - Slide 41

Slide notes

Text Captions

**Congratulations!**

**You have completed the Enrollee Inquiry Tutorial**

Please take a moment to provide feedback on this tutorial.